Using the CAReS Data System

2013

The purpose of this class:

to provide an overview of the CAReS data system and how it relates to the CH/EPSDT program

Upon completion of this class, participants will be able to demonstrate:

- How to search for a client in CAReS.

- How to add a new client to CAReS.

- How to update information in a client's record.

- How to identify the sections of the client summary.

- How to add needs and services to a client's record.

- How to access the eight agency-level CAReS reports , billing reports, and quarterly and annual data reports.

- Who to contact about CAReS questions or concerns.

CAReS Background Information

Programs

- **CH**: Child Health
- **EPSDT**: Early, Periodic Screening Diagnosis and Treatment

Database

- **CAReS**: Child and Adolescent Reporting System

What is CAReS?

Child and Adolescent Reporting System

Statewide Database

- Web-based system
- Designed in 2001
- Upgraded in 2009, 2011
- Major upgrade 2012
- 790,000 children
- 7.3 million services

Clinical Record

- The CH client's official clinical record
- Used by Title V agencies to record information about all CH clients

Where is the CAReS User Manual?

On the IDPH / BFH Website:

http://www.idph.state.ia.us/hpcdp/grantee_resources.asp

Where is the CAReS User Manual?

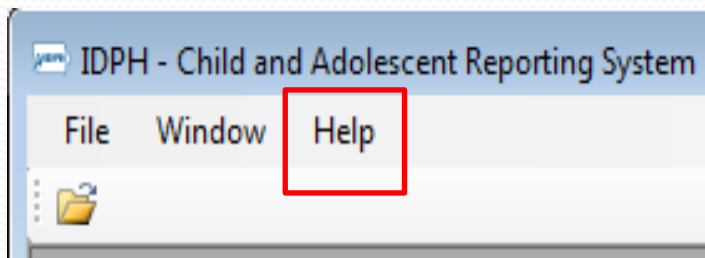In CAReS Help. 1) To open from the IDPH Application Portal…
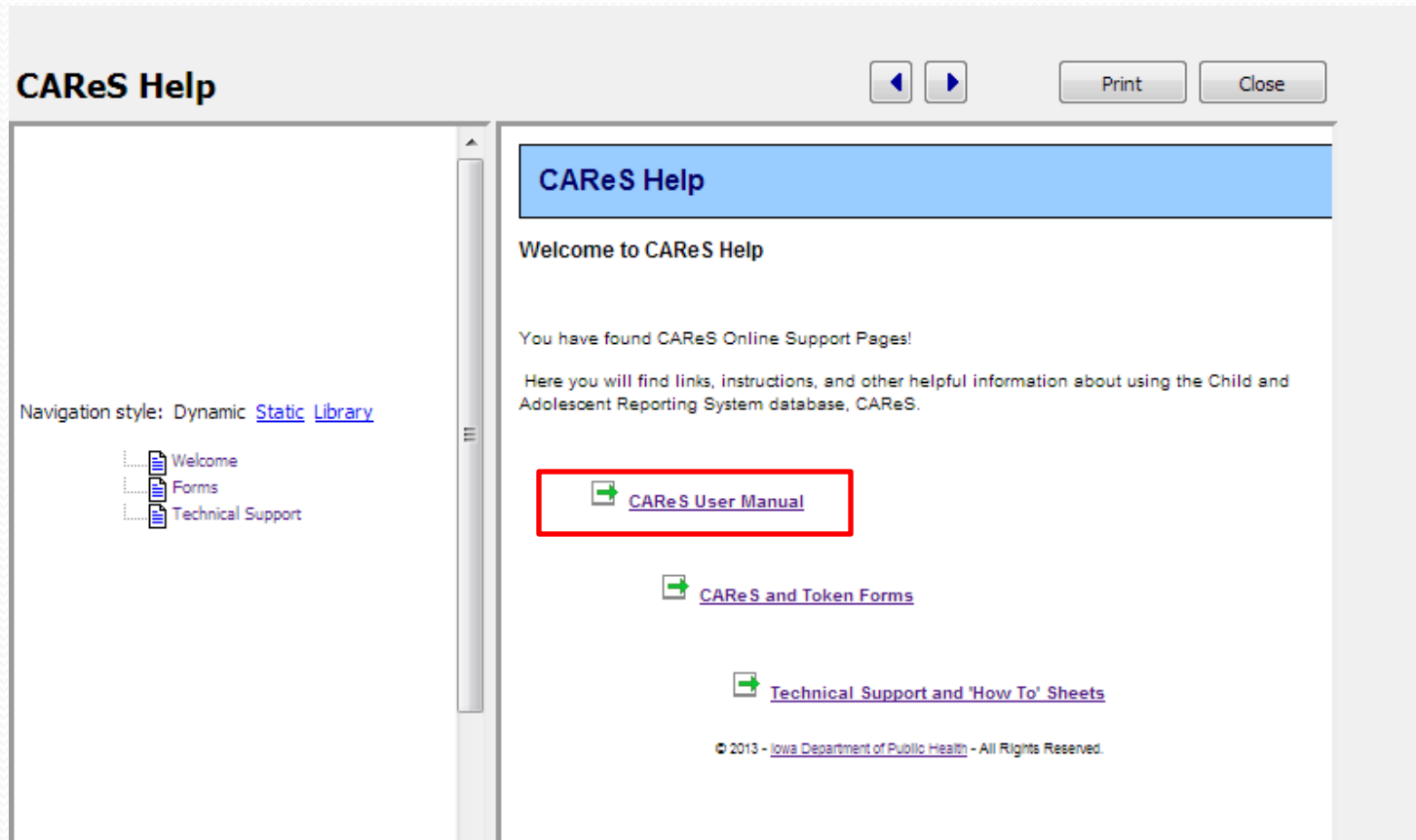

…select 'Help' from the *Options:* list.

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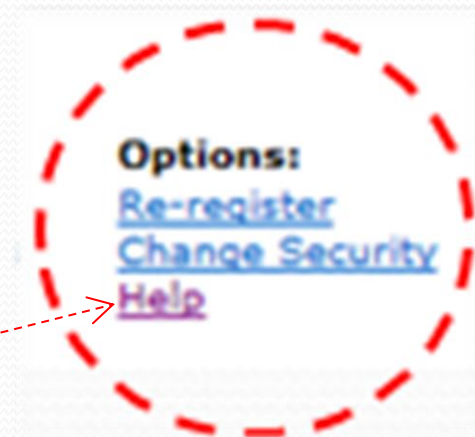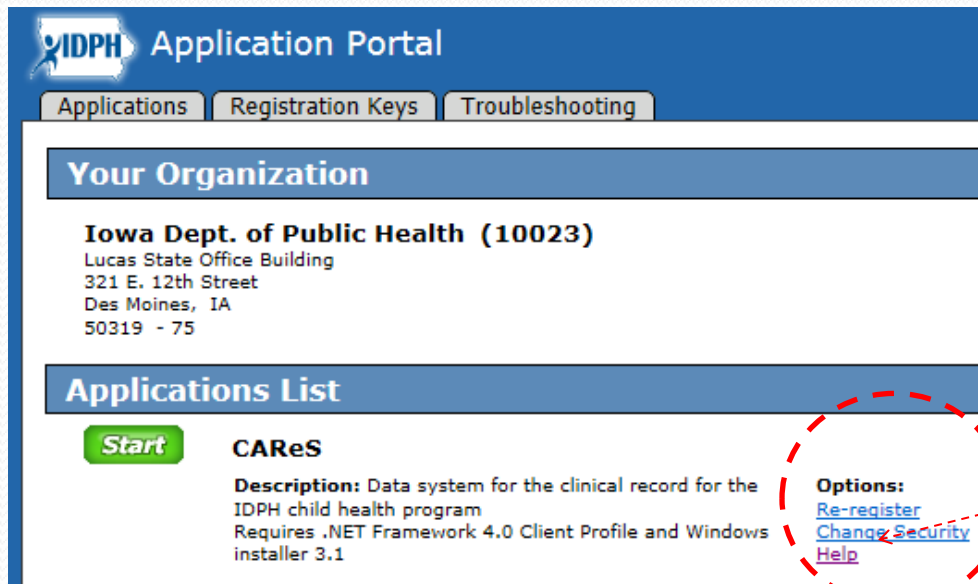
2) To open when logged in to CAReS…

…select 'Help' from the *File* menu.

Where is the CAReS User Manual?

In CAReS Help: Select 'CAReS User Manual'.

Before Accessing CAReS

- You must sign a security agreement and token request form before using CAReS.

- You will be issued a User ID, temporary password, and security token.

- You must understand that CAReS should only be accessed within the offices of a Title V Child Health or Public Health agency.

Accessing CAReS

- CAReS is accessed through the Web using Internet Explorer 7.0 or higher at this site.

https://deploy.idph.state.ia.us/portal/default.aspx

- If Internet Explorer 7.0 or higher is not available, your agency can contact IDPH for alternate access to CAReS.

You Are Responsible for CAReS Security!

- Your password must be 8 characters in length. You can use numbers, letters (UPPER or lower), and special characters (!,@,?, etc.).
  - Note: Must use a min of 1 from 3 of the 4. [UPPER, lower, number, $p≡(!@/]

- Your passwords should be changed every four months.

- You should not openly display your login names and passwords (i.e. post-it note on monitor).

- You should not safeguard your user and clinic login information in the same location. These pieces of information must be kept separate at all times.

- You should not share accounts or passwords with anyone, even on a temporary basis.

- You should not leave CAReS running when you are away from your computer.

CAReS Security Settings

- CAReS is set to time out after **10 minutes** of inactivity

- You will be prompted to re-enter your username, user password, and token password

- Once you have re-entered your credentials, you will be able to continue with your work where you left off

- If you had attempted to save information, etc. when you were timed out, CAReS will still save the information once you have re-entered your credentials

What features will you see in CAReS?

boxes

Drop-down boxes

Text boxes

Command buttons

| Help | Previous | Next | Finish | Cancel |
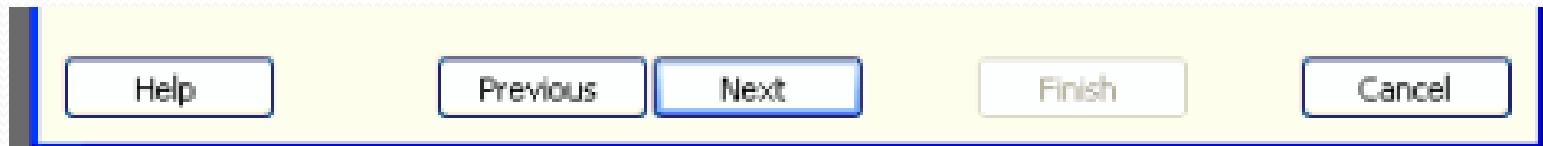
These allow you to go through a wizard or menu options
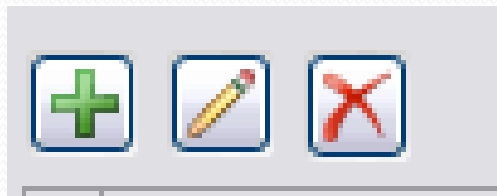
Add, Edit, or Delete information

Open, Close, or Save a record

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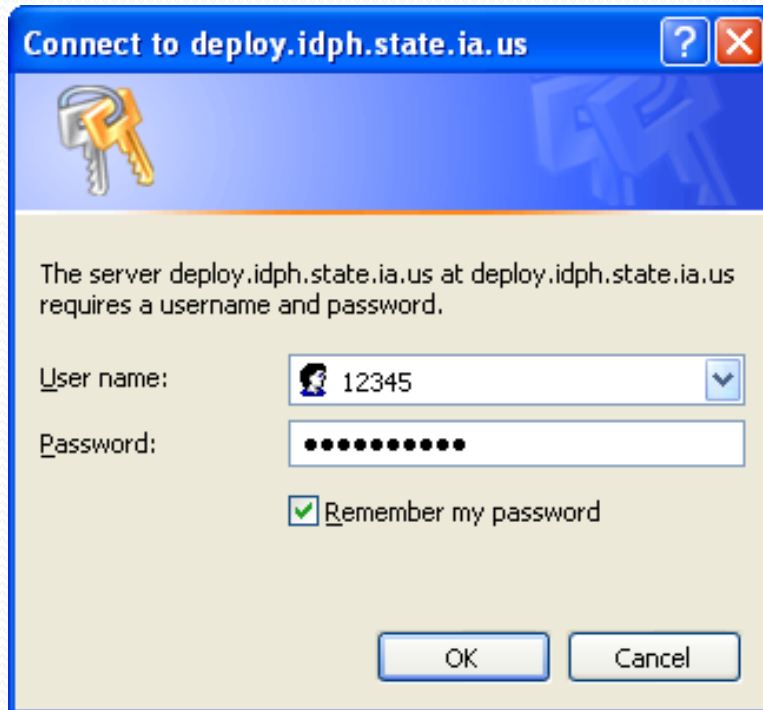
Registration, Login, and Navigation

Registration

- CAReS must be registered on any new computer

- Registration is tied to Windows user name

  - If computer is shared, CAReS will need to be registered for each user

- Both CAReS administrators and Users can register

- Detailed instructions for registration process have been provided to each agency – you will work with your CAReS Administrator to complete registration as needed

Accessing CAReS

- Go to the application website:
  - https://deploy.idph.state.ia.us/portal/default.aspx

Enter your agency number in the User Name field (i.e. 99999).

Enter your agency password (i.e. QwExT542eeA). This password is case-sensitive.

If you checked "remember my password" during registration, you won't have to reenter the information. Just click on **OK.**

Accessing CAReS

- Check to be sure the correct organization and address are listed
- Click on "Start"

Accessing CAReS

- Login screen
  - Enter your assigned User ID
  - Enter your CAReS password (is now case-sensitive)
  - Enter your token password + 4 digit softpin
  - Click on "OK"

Example:
Token Password = **5696F0**
Your personal SoftPIN = **# # # #**
SafeWord Silver Password **=**
       5696F0 # # # #

Accessing CAReS

- You will first see what appears to be a blank page
- Check to be sure your login information is correct at the bottom of the screen (organization, user name, permission level)

Navigating CAReS
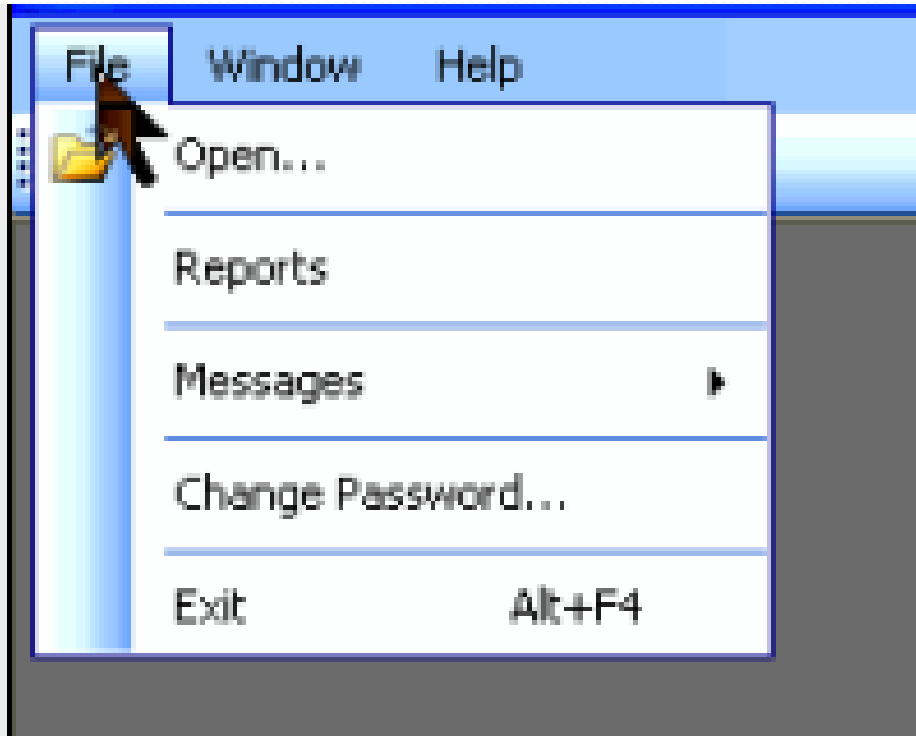
- **File menu (upper left)**
  - Open: To access client record
  - Reports: Access client and agency reports
  - Messages: new feature
  - Change password
  - Exit the application
- **Window** – allows you to organize client records when multiple client records are open.
  - Cascade
  - Tile Horizontally
  - Tile Vertically
- **Help** – new feature, will be updated/expanded

Searching for a Client

Searching for a Client

- Choose Open from file menu, or click on folder icon in upper left corner
- You can search by a combination of client's name/date of birth, **OR** Child Health ID number, or Title XIX number.
- Once you have entered your search criteria, click on "Next"

- The search screen will give you a list of clients that match your criteria.
- You can highlight a client's name and click the "Finish" button to open the client's existing record.
- If none of the clients match your criteria, search at least two more times using different criteria
- You can click on "Previous" to go back and edit criteria

- Once you open the record, you will see information about the client.

- Always double-check to be sure it is the correct record.

- Click on the appropriate tab to enter or edit information

Client Search

Please select one

○ Add a new client
○ Edit the selected client

Last Name	First Name	Middle Name	Suffix	Date of birth	Title XIX #

Help   Previous   Next   Finish   Cancel

- If the search screen comes up blank, it means there was no match.

- OR, if none of the search results are the client you are working with…

- Search at least two more times using different criteria.

- If you still can't find a record for the client, select "Add a new client," then click on "Finish" to create a new record in the CAReS database.

- You will see a blank record, and can begin to enter information
- Note that "first name" is listed first
- Click on each tab across the top to enter information
- NOTE: CAReS will **NOT** automatically capitalize proper names

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Saving a Record

TESTING II, APPLICAT

The following changes have not been saved:
- Client name Middle name
- Secondary phone
- Secondary phone desc.

Continue and lose the unsaved changes?

[Yes]   [No]
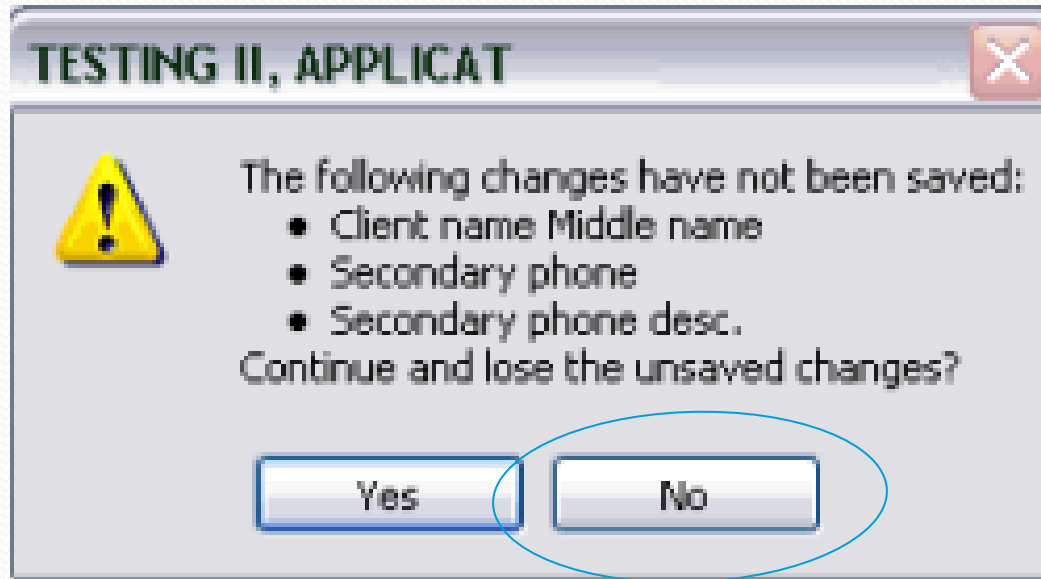
- CAReS will alert you if you have unsaved information before you close a record

- PLEASE NOTE: Read the wording carefully

- If you click "yes", you will lose the unsaved information. You should click "no", and then save the information by clicking on the save icon or choosing save from the "File" menu. You may then close the client record.

Components of a CAReS Record

Client and Household Tab

Client and Household Tab

Client identification

First name: APPLICAT

Middle name:

Last name: TESTING

Suffix: II

Date of birth: 01/01/1997

Gender: Male

Social Security #: ***-**-0000

- Information to complete: First name, last name, middle name, suffix, date of birth, gender, social security number
- To enter/edit SSN: Click on the pencil icon to edit
  - Can enter or delete SSN or revert to previously saved SSN
  - Once record is saved, the SSN will be masked and only last 4 digits shown

Client and Household Tab

- Information to complete: Address information, primary phone and description, secondary phone and description, family size, monthly income.

- Enter street address and zip code, then click on the checkmark icon. Choose "Yes", and then select city and state from dropdown if not populated automatically

- CAReS will calculate the client's percent of poverty from the family size and **monthly** income.

- For Title XIX clients, the address and primary phone, along with client identifiers, may be over-written by DHS information.

Client and Household Tab

- You can admit and discharge clients under "Agency Home"
  - You must save the record after accepting client into your agency home

- A client must be in your agency home to access needs, services, dental risk assessments, and paid Medicaid claims

- Enter ethnicity, race, language, translator needed
  - Based on self declaration by the client or family.

- Enter referral source and other programs

Parent and Guardian Tab

- Fields to complete:
  - Marital status of custodial parent
  - Mother, father and/or guardian's last name, first name, and highest level of education.
- There is no need to collect the parent/guardian social security number

Medical and Dental Tab

- Information to Complete:
  - Medical home questions
  - Primary care provider
  - Medical barriers
  - Dental home questions
  - Dentist
  - Dental barriers
  - Dental risk assessments (if a screening was completed)

Medical Information

- Select the appropriate answer to the four questions from the drop-down boxes
- If the first three questions are answered "Yes," the client is considered to have a medical home
- If the client answered "Yes" to the first question, ask for the name of the primary care provider. Click the Add button to add the provider.
- Type in the date the client was last seen by his/her primary care provider for any reason.
- Select any medical barriers that apply

Primary Care Provider search

- Provider search includes MD, DO, PA, NP.
- Select the county of the provider's license (can type first letter)
- Type the first letter of the provider's last name.
- Click on "Next"
- Highlight the correct provider and click on the "Finish" button
- If PCP is a clinic, use lead provider's name

Adding a Provider to CAReS

- Always look in surrounding counties if you cannot find a provider or dentist
- To add a provider or dentist, provide the following information to IDPH
  - Provider's full name (including middle)
  - Credentials (MD, PA, DDS, etc.)
  - License number
  - Full mailing address
- Providers from neighboring states will only show in CAReS if requested to be added

Dental Information

- Select the appropriate answer to the four questions from the drop-down boxes.

- If client has a regular dentist, use the "Add" button to locate that dentist

- Dental Barriers - Click to place a check mark beside all choices that apply.

Dental Risk Assessment

- Each time a dental risk assessment is entered it will be added to the Dental Risk Assessment History table

- To add a new assessment, click the "Add" button, enter all information, click on next, and then "Finish" to save.

- CAReS Administrators have the ability to edit and delete records in the Dental Risk Assessment History.

Early ACCESS Tab

- If the family reports that the client has a developmental delay or disability, select "Yes" from the drop-down box.
- Select the type of delay or disability.
- Select the appropriate answer from the drop-down box for the last two questions.

The Client's CAReS Record

Needs

- To add needs you may click on the "Add" button in the Needs section of the client summary.

- You may highlight an existing need and click on the "Edit" button to enter the resolution county and date.

- CAReS Administrators may click on the "Edit" button to correct data entry errors in some portions of the Needs section. They may also delete entries that are entered incorrectly by clicking the "Delete" button.

- Both Users and Administrators can print Need detail reports.

Entering Needs

Need Categories

Emergencies	Financial Situation	Parenting
Food Safety/Security Health Needs	Psychosocial Needs	Reproductive Health
Home Safety	Living Situation	Substance Abuse
Nutrition	Oral Health	Transportation

Entering Needs

- Select the need category.
- Select the specific need.
- Select the identification county.
- Enter the identification date.
- Select who identified the need (by discipline).
- Enter the resolution county and date, if appropriate.
  - You can add the resolution county and date at a later time, if needed.
  - If no date was entered it will be assumed that the need was not resolved.
- Enter Need Documentation, if appropriate.
- Click "Next" to go to next screen and "Finish" to save.

The Client's CAReS Record

Services

- To add services you may click on the "Add" button in the Services section of the Needs and Services tab

- Click on "Edit" (pencil icon) to open record and read service notes

- CAReS Administrators may click on the "Edit" button to correct data entry errors in some portions of the Services section. They may also delete entries that are entered incorrectly by clicking "Delete" (red X)

- Both Users and Administrators can print Service detail reports.

Entering Services

- Note: If you have unsaved information in other parts of the client record, you will be prompted to save before opening a new service

- CAReS will guide you through each page of the wizard – click on "Next" through first two screens, then "Finish" to save the service

Entering Services

- Select the service category.
- Select the specific service.
- Select the county of service.
- Enter the date of service.
- Enter the Time In (hh:mm am/pm) – if applicable.
- Enter the Time Out (hh:mm am/pm) – if applicable.
- Select the interaction type.
- If you reviewed the client's immunization record, select "Yes".
- Select the primary payment source.
- Select the secondary payment source, if known.
- Enter the follow-up date, if applicable.
- Enter Service Documentation for <u>all</u> services.
  - The system automatically inserts the date of your data entry after "Date Created" and your name after "Created By".
  - Up to 460 character spaces are available for documentation
- Click "Next" to go to next screen and "Finish" to save.

The Client's CAReS Record

Medicaid Claims

	Date of service	Provider type	Category of service	CPT Code 1	CPT Code 2	CPT Code 3	CPT Code 4	County of service
	09/21/2011	MATERNAL HEALTH CENTER		H0046				BLACK HAWK
	09/13/2011	GENERAL HOSPITAL	INPATIENT					BLACK HAWK
	09/13/2011	PHYSICIAN MD		01967				BLACK HAWK
	09/13/2011	PHYSICIAN MD		88307				BLACK HAWK
	08/29/2011	GENERAL HOSPITAL	OUTPATIENT	85027				BLACK HAWK
	08/27/2011	GENERAL HOSPITAL	OUTPATIENT	99213	59025			BLACK HAWK

- You may view the client's paid Medicaid claims if a client is in your Agency Home.

- This information is provided only for viewing.

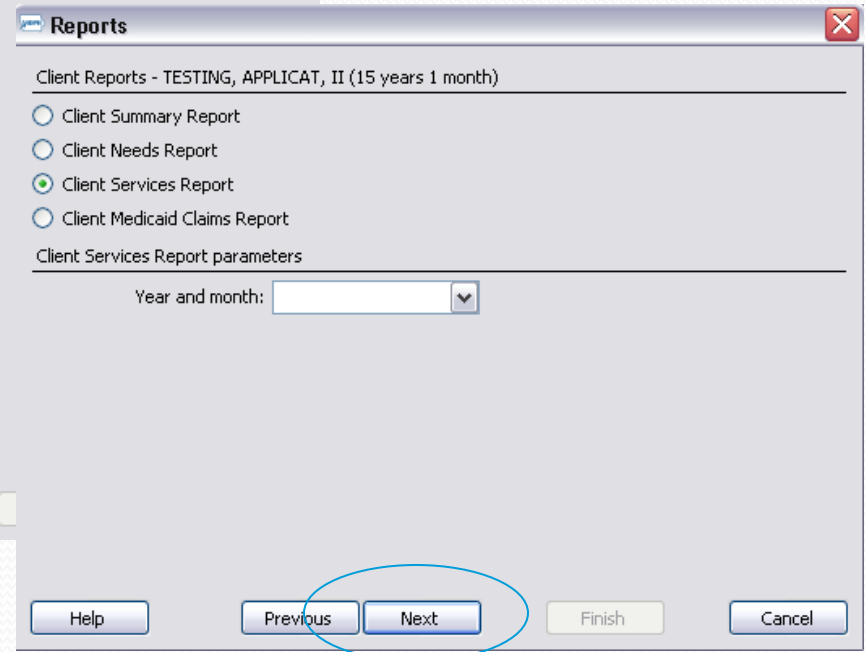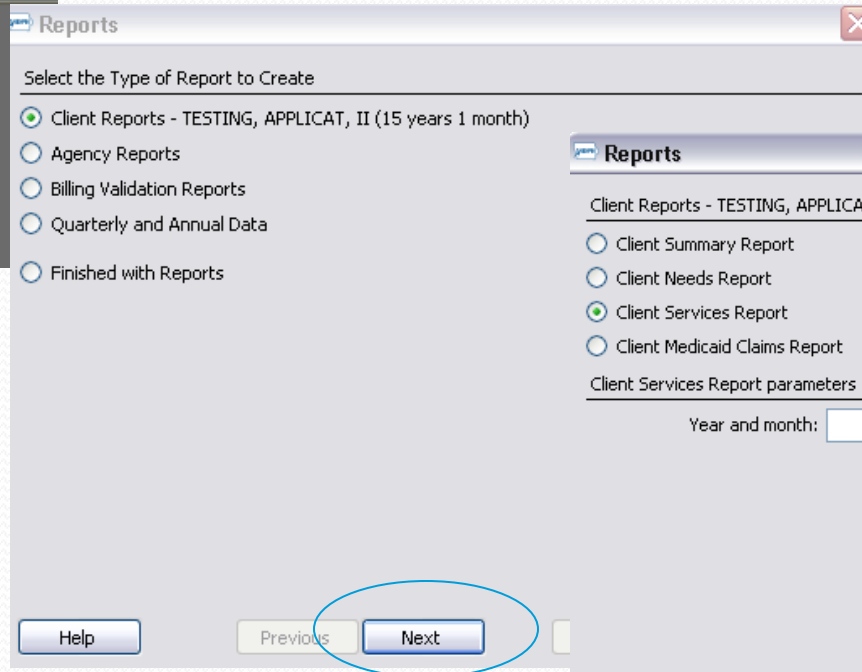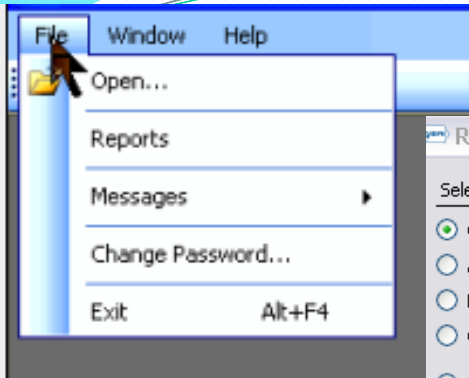- There is no "Add" or "Edit" button on this screen.

Agency Reports

Reports about an Individual Client

Reports about an Individual Client

- Client Summary Report
- Client Needs Report*
- Client Services Report*
- Client Medicaid Claims Report*

*can only be displayed if the client is in your agency home

Agency-level Reports

Agency-level reports that support the Child Health and EPSDT program

- Informing List
- Re-informing Lists
  - Re-inform – In Agency
  - Re-inform – No Agency
- Care Coordination Lists
  - Care Coordination List – In Agency
  - Care Coordination List – No Agency
- Service Follow-up Report
- Client Time Audit
- Agency Time Audit

- **Printing Labels: Both Admins and Users**
- **Exporting Reports into Excel: Admins only!**
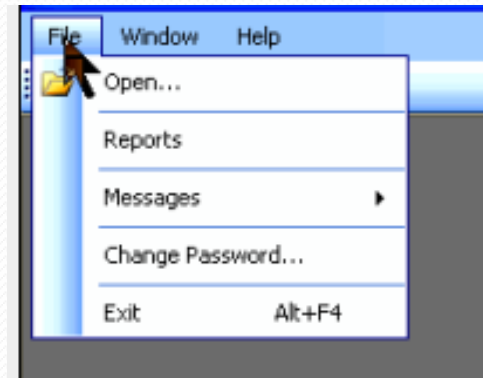
Informing List

Re-Informing List – In Agency

Re-Informing List – No Agency

Service Follow-up List

Care Coordination Lists

Client Time Audit

Agency Time Audit

Billing Validation Reports

Agency-level reports that support the billing of informing, care coordination, and presumptive eligibility services **

** Only available to CAReS Admins

- Informing and Re-informing
- Care Coordination
- Presumptive Eligibility

Quarterly and Annual Data

Aggregate data available on a quarterly and annual basis

- 16 Reports Available
  - Previously provided by IDPH
- Now available directly from CAReS
  - One month after end of quarter/year
  - January 31, May 1, August 1, and October 31
- Available to Admins and Users

Q&A Reports Available

- Duplicated Reports
  - Dental Services – by County of Service
  - Health Education Services – County of Service
  - Health Screening Services – County of Service
  - Informing and Care Coordination Services – County of Service
  - Service Category – County of Residence

Q&A Reports Available

- Medical Home Report – by County of Residence
- Oral Health Reports
  - Dental Barriers – County of Residence
  - Dental Home – County of Residence
  - Risk Assessment Result – County of Residence
  - Risk Criteria – County of Residence
- Translator Needed Report – by County of Residence

Q&A Reports Available

- Unduplicated Reports
  - By Age – County of Residence
  - By Ethnicity and Country of Origin – County of Residence
  - By Ethnicity – County of Residence
  - By Primary Payment Source – County of Residence
  - By Race – County of Residence
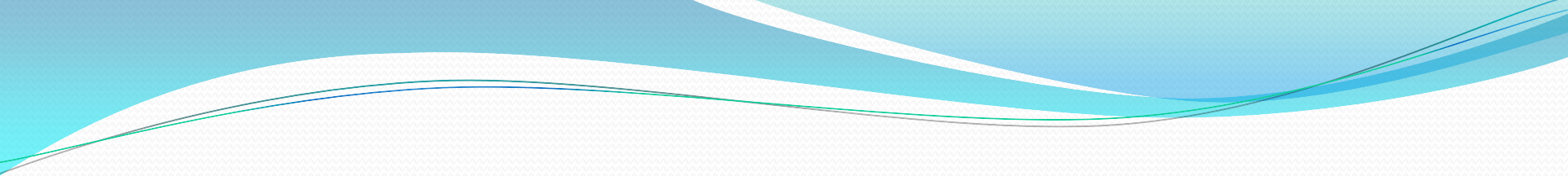
Record Closures,

CAReS Questions,

Roles & Responsibilities

What should users do if a client has been identified as being adopted? (*IDPH merges records*)

What should users do if a client has been identified as deceased? (*IDPH closes record*)

Information needed to remove a client from CAReS due to death, or to merge if adoption

Provide IDPH with the following information:

- Client's full name(s) (old and new if adoption)
- Client's date of birth
- Client's child health ID number(s)
- Verification source

Role of the EPSDT Coordinator

The EPSDT Coordinator is responsible for the following activities in relation to the CAReS database:

- Attend all mandatory trainings provided by IDPH staff.
- Ensure that all agency and subcontractor staff members using CAReS are adequately trained prior to using the database.
- Provide regular training, including discussion about security and confidentiality, at least quarterly and document such activities in agency staff meeting minutes.
- Ensure that all users have access to the CAReS User Manual.

Role of the CAReS Administrator

The CAReS Administrator is responsible for the following activities:

- Attend all mandatory trainings provided by IDPH staff.
- Request access for a new user at least five workdays prior to the new user's start date.
- Maintain security agreements signed by each user.
- Ensure that all users abide by the password policies and procedures.
- Monitor addition and deletion of users to ensure that only appropriate individuals have access to CAReS.
- Inform IDPH of subcontractor changes that will affect CAReS
- Edit client records when incorrect information is identified in CAReS.
- Notify IDPH of any security breach and cooperate with IDPH in investigating the issue.

Today you have been introduced to:

- How to search for a client in CAReS.

- How to add a new client to CAReS.

- How to update information in a client's record.

- How to identify the sections of the client summary.

- How to add needs and services to a client's record.

- How to access the eight agency-level CAReS reports and quarterly and annual data reports.

- Who to contact about CAReS questions or concerns.

Thank You!

Questions?